

## What to do if your “privilege has expired”

Library accounts expire each year to remind you to make sure your contact information is up-to-date. If you have a valid email address in your account, 28 days before your card expires you'll receive an email letting you know it's about to expire, with a request to confirm or update your contact information and instructions on how to renew it. If you don't have an email address in your account you can find your expiration date by going to the online catalog at <https://stlu.sirsi.net>, clicking on “My Account” at the top and logging in with your card number and PIN. Your expiration date appears below your library in the Personal Information tab.

When it's time to renew your account we ask that you check your contact information. If your address, phone or email need to be updated you can do it yourself by clicking on the “Edit” button, changing the information, then clicking on “Save.” When everything is correct you can renew your account yourself by clicking on the “Renew” button. The image below shows what you'll see when you access the Personal Information tab in your account.

The screenshot shows the 'Personal Information' tab of a library account. The account holder is 'Example, Mary'. The 'Contact Information' section includes fields for First name (Mary), Middle name, Last name (Example), Suffix, Barcode (40555004131467), Alternate ID, Date of birth (December 4, 2001), Library (FT-PIERCE), and Date privileges expire (June 29, 2018). The 'Date privileges expire' field is highlighted with a red box. An 'Edit' button is also highlighted with a red box. Below the contact information is the 'Address 1' section, which includes fields for City, state (Fort Pierce FL), Email (marysample@gmail.com), Phone (772-456-1134), Street (Apt. 4, 800 Tradewinds Ave.), and Zip (34949). To the right of the contact information, there is a 'Renew' button highlighted with a red box. Above the 'Renew' button, it says 'Your status: OK' and 'Your account expires: 6/29/18'. Below the 'Renew' button, there are sections for 'Checkouts' (Digital: 0, Library: 0), 'Holds' (Digital: 0, Library: 0), and 'Fines' (Total due: \$0.00).

Clicking on the Renew button will renew your account for another year.

If you're a non-resident, when you click the Renew button your account will be renewed, but you'll also immediately become blocked because of the \$15 non-resident fee. Paying the fee will automatically unblock your account. To pay the fee by mail please make out a check for \$15 to the **St. Lucie County Library System** and send it to:

Delphine Newton, Circulation Assistant  
Kilmer Branch Library  
101 Melody Lane  
Fort Pierce FL 34950

Please make sure your current phone number is on your check, and also add your library card number and your license number, or the ID number you gave us when you registered for a card, so we can be sure to credit your payment to the correct account.